

CUSTOMER COUNCIL MEETING
Department of Administrative Services-Human Resources Enterprise
Hoover A, Conference Room 5-North
September 6, 2006

Agenda Item	Notes
Members Present	Chair Bill Snyder, Judicial; Vice-Chair Bill Gardam, Human Services; Dennis Mack, Iowa Veteran's Home; Cindy Morton, Revenue; Charlotte Nelson, Human Rights; Lance Noe, Drake; Jim Riordan, Public Employees Relations Board (PERB); and Roger Stirler, Education.
Members Absent	John Craig, AFSCME; Marty Deaton, Public Safety; Dean Lerner, Inspections and Appeals; Mike Marshall, Legislature; and Penny Westfall, Iowa Law Enforcement Academy.
Other Attendees	Nancy Berggren, DAS-HRE; Susan Churchill, DAS-HRE; Pat Deluhery, DAS; Brenda Easley, DAS; Mary Ann Hills, DAS-HRE; Ed Holland, DAS-HRE; Tracy Hunt, Public Safety; Lana Morrissey, DAS; Laura Riordan, DAS; Julie Sterk, DAS; Dave Werning, Inspections and Appeals; and Bill West, DAS-HRE.
Opening Remarks	<ol style="list-style-type: none"> 1. Chairperson Bill Snyder called the meeting to order. 2. Bill Snyder asked if anyone had any corrections to make to the minutes of the August 9th meeting. Since no corrections were needed, Lance Noe made a motion to approve the minutes and Bill Gardam seconded the motion. 3. The motion carried and the minutes were passed.
Updates	<ol style="list-style-type: none"> 1. Nancy Berggren <ol style="list-style-type: none"> a. Nancy thanked Laura Riordan for the informational packet that she compiled and distributed to Council Members. b. Nancy provided an update on collective bargaining negotiations. 2. Ed Holland - The new online system for benefits enrollment and changes will be up and running in October 2006. 3. Bill West - The beginning of the FY2007 Underutilization Report will be out to agencies soon.
Budget Updates	<ol style="list-style-type: none"> 1. Brenda Easley is still working on the July 2006 Report and the FY2006 Report; she will send it out prior to the next Customer Council Meeting. 2. Lana Morrissey is doing an analysis of the methodology for determining rates; she will get back to the Council once her analysis is complete.
Election of Officers	<ol style="list-style-type: none"> 1. Cindy Morton nominated Bill Snyder as Chairperson and Bill Gardam as Vice-Chairperson. 2. Roger Stirler seconded the motion. 3. Council voted and motion carried. (Bill Snyder and Bill Gardam were re-elected.)
Additional Discussions	<ol style="list-style-type: none"> 1. Lance Noe provided information on the Certified Public Management Program at Drake University. <ol style="list-style-type: none"> a. One class begins in January 2007 and one in June 2007. b. The class in January will be the 7th class. c. Lance Noe teaches many of the classes. d. The projects have been national award winners. e. The class counts as 9 credit hours toward a Master's Degree. f. The students in past classes have come from: <ol style="list-style-type: none"> 1) State government - 50% 2) County government (Polk) - 25% 3) City government (Des Moines) - 25% 2. Dennis Mack requested guidance on filing vacancies. Nancy Berggren stated that this issue would be discussed in the September 7th Director's meeting and information should be forthcoming. 3. Dennis Mack asked how DAS-HRE was going to obtain the information, requested by the Legislature, about CIETC. The Legislature asked to receive a listing of all salaries above the base for the past 16 years. Nancy Berggren stated that the DAS-HRE computer system only goes back to 1994. The rest of the information would need to be gathered from microfiche and from personnel in DAS-HRE. However, Nancy indicated that a request for the information had not been made to DAS-HRE. 4. Bill Snyder asked for an update on the Business Plan. Nancy Berggren stated that Mark

Agenda Item	Notes
	<p>Johnson, DAS, is working on it and he will update the Council at a later date.</p> <p>5. Bill Snyder asked how DAS-HRE would provide service in the event of pandemic influenza (Avian Flu). Nancy Berggren said that she would have Barry Best, DAS-HRE, contact Bill to discuss and send him HRE's essential functions for any disaster.</p> <p>6. Cindy Morton suggested meeting less frequently. The Council agreed and will meet in October 2006, but not in November 2006.</p> <p>7. The Council discussed reviewing the bylaws at the October meeting. Nancy Berggren asked that any suggested changes be sent to her by September 27, 2006.</p>
Topics for Next Meeting	<p>1. Budget update for July 2006 and FY 2006 – Brenda Easley.</p> <p>2. Review bylaws.</p>
Next Meeting	<p>October 4, 2006 from 1:30 p.m. – 3:30 p.m. at the Hoover Building, Level A, Conference Room 5-North.</p>
Adjourned	<p>The meeting was adjourned at 2:22 p.m.</p>